

# LOTUS FLOWER TRUST

## Privacy Policy for Donors, Friends, Employees, Volunteers, Subscribers to our marketing and all other persons who have any dealings with Lotus Flower Trust

Lotus Flower Trust ("LFT", "we", "our", or "us") is committed to protecting your privacy, and at the same time we endeavour to use any data we collect from you to provide the best possible service. This privacy policy sets out the basis on which any personal data we collect from you, or that you provide to us in writing or online, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This privacy policy takes reasonable care to comply with requirements of the Data Protection Act 1998 (the "**Act**") and, when in force on 25 May 2018, the General Data Protection Regulation (Regulation (EU) 2016/679) ("**GDPR**") with regard to the processing of your personal information.

For the purpose of the GDPR and the Act, the data controller is **Lotus Flower Trust** of Thatchers Pond, Fordingbridge, Hampshire, SP6 2HN (tel: 01425 650493) and the nominated representative is the Chair for the time being of the Trustees of LFT.

### **DATA COLLECTION**

**LFT** will collect and process the following data about you:

- **Information you give us.** You provide various information to us when you engage with us in any way, including, without limitation, as an employee, a potential or actual donor, responding to any of our marketing, completing our application to become a Friend, volunteering to help us, or joining us on a trip to a project in India. This information includes, but is not limited to:

Name, address, personal description, gender, date of birth, email address, telephone numbers, photographs, passport and visa details and, where appropriate, medical and health details which may affect your ability to undertake certain roles or travel with us to India, and the disclosure of any criminal record.

In respect of employees of LFT we also take bank, tax, national insurance and pension details and other information necessary for you being an employee;

In respect of Friends of LFT we take the general information listed above and details of your bank account if you choose to make a standing order:

- **Information we collect about you.** We may also collect other information about you during the course of LFT being involved with you, including but not limited to, IP address, login information, personal preferences, likes and dislikes, and information relating to Gift Aid donations;

We do not need your consent to process personal data where we have a legitimate business interest in doing so and/or where we are processing your personal data in order to fulfil an obligation with you.

In the event that any of this personal information is sensitive personal data, or is a special category of data, then unless you are an employee (in which case we have legal grounds to process sensitive data without your consent) we will ask for your consent to processing such data at the time at which it is collected.

You submit information voluntarily, and agree to the use by LFT of the personal data you provide as described in this policy. If you give us personal information about somebody else, such as someone in your care, we will assume you have their permission to do so, and their data will also be subject to this policy.

## **DATA USAGE**

We use information held about you in the following ways:

**Information we collect about you.** We will use this information only within the legitimate interests of LFT. These include, but are not limited to, the usual operation of our organisation, the performance of our duties to third parties, our compliance with legal and other regulatory obligations, and our care in our relationship to you.

## **DISCLOSURE OF YOUR INFORMATION**

LFT has the right to share your personal information with any employee or Trustee of LFT.

In addition, if you are choosing to accompany us on a trip to India, or are involved with any projects in India, this will necessitate the need in some circumstances to transfer and process minimal personal data (including but not limited to your name, address, date of birth, telephone numbers, passport and visa details, next of kin, dietary requirements and, occasionally, medical conditions) to India so that we can comply with our obligations to run the trip in your interests (Article 49(1)(c)). Please be aware that India's data protection laws are less stringent than those in the UK.

We will only disclose your personal information to third parties if we are under a duty to disclose, or share, your personal data in order to comply with any legal obligation, or to protect the rights, property, or safety of LFT, or others. This includes exchanging information with other persons, companies and organisations for the purposes of compliance with travel regulations, fraud protection and credit risk reduction.

## **WHERE WE STORE YOUR PERSONAL DATA**

Other than certain limited data which may be stored in India, the data that we collect from you will not, to the best of our knowledge, information and belief, be transferred to, nor stored at, a destination outside the European Economic Area. If we transfer to or store any data in India it will be limited to essential information we need in India for the purpose of you travelling there with us. We shall not transfer nor store sensitive personal data in India without your written consent.

All information you provide to us will be stored, if in hard copy in a locked cabinet, and if electronic on our secure servers or those of our hosting provider. The transmission of data via the internet is, unfortunately, not completely secure. We will do our best to secure your data, but we cannot guarantee that, so any transmission via the internet is at your own risk.

In the event that we transfer any of your data to India, we shall use all reasonable endeavours to ensure that adequate protections are in place for its safe storage there

## **DATA RETENTION**

We will only retain your personal information for as long as necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data, whether we can achieve those purposes through other means, and the applicable legal requirements.

Once we are no longer legally required to retain your personal data we will destroy it securely.

## **COOKIES**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website.

Visitors to our website who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using our website.

## **YOUR RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION**

### **Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

### **Your rights in connection with personal information**

Under certain circumstances, you have the right by law to request us to:

- **Give you access to your personal information** (commonly known as a "data subject access request"). This right enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Correct the personal information that we hold about you.** This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Erase your personal information.** This enables you to ask us to delete or remove personal information where there is no lawful reason for us continuing to process it.
- **Stop processing personal information** where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.
- **Not process your personal data for marketing purposes.** We will inform you in advance if we intend to use your data for such use. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.
- **Restrict processing your personal information.** This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy, or the reason for processing it.

**No fee usually required.**

After 25 May 2018 you will not have to pay a fee of £10 to access your personal information (or to exercise any of your other rights). However, LFT may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, LFT may refuse to comply with the request in such circumstances. In all other circumstances LFT reserves the right to charge a reasonable administration fee in order to comply with your access request.

### **YOUR RIGHT TO WITHDRAW CONSENT**

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Chief Executive Officer for the time being at our office. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so by law.

### **CHANGES TO OUR PRIVACY POLICY**

Any changes we make to our privacy policy in the future will be posted on this website page and, where appropriate and practical, notified to you by post or e-mail. Please check our website regularly to see any updates or changes to our privacy policy.

### **CONTACT**

Questions, comments and requests regarding this privacy policy are welcome and should be addressed to the Chair for the time being of the Trustees at our offices.